

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: [REDACTED] Ticket Rec. Loc#VGLODW
Date: Tue, 21 Jun 2016 14:43:17 +0000

Natasha, [REDACTED] will not be able to make her trip to NY tomorrow...due to Virgin Atlantic rules, is it true we must re ticket at the time we cancel the trip in order to use the money spent? (I know we will need to change this ticket I just don't have dates from her yet...this will be the 2nd time we change her ticket. The agent I used to change the ticket the first time gave me this rule..you were on holiday)...can you confirm this VA rule is correct?